



PATENT

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November 2, 2006
Date

Ayesha J. Shaikh
Ayesha J. Shaikh

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

Appl. No.	: 09/824,849	Confirmation No.	: 9964
Applicant	: Simon Jacobs		
Filed	: April 2, 2001	Attorney Docket No.:	500745.01
Art Unit	: 3623	Customer No.	: 27,076
Examiner	: Romain Jeanty		
Title	: METHODS AND SYSTEMS FOR SCHEDULING COMPLEX WORK ORDERS FOR A WORKFORCE OF MOBILE SERVICE TECHNICIANS		

INFORMATION DISCLOSURE STATEMENT

Mail Stop Amendment
Commissioner for Patents
P.O. Box 1450
Alexandria, VA 22313-1450

Sir:

In accordance with 37 C.F.R. §§ 1.56 and 1.97 through 1.98, applicant wishes to make known to the Patent and Trademark Office the references set forth on the attached form PTO-1449 (copies of the cited references, as required under 37 C.F.R. § 1.98, are enclosed). Although the aforesaid references are made known to the Patent and Trademark Office in compliance with applicant's duty to disclose all information he is aware of which is believed relevant to the examination of the above-identified application, applicant believes that his invention is patentable.

11/07/2006 RFEKADU1 00000021 09824849

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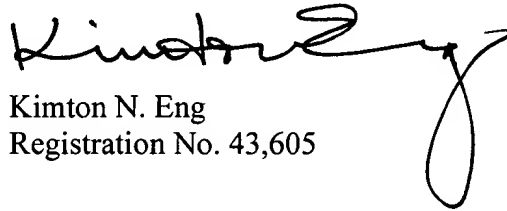
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A fee of \$180 is submitted in accordance with 37 C.F.R. § 1.97(c). The Commissioner is authorized to charge any other fees which may be required, or credit any overpayment to Deposit Account No. 50-1266. A duplicate copy of this sheet is enclosed.

Please acknowledge receipt of this Information Disclosure Statement and kindly make the cited references of record in the above-identified application.

Respectfully submitted,

DORSEY & WHITNEY LLP



Kimton N. Eng
Registration No. 43,605

KNE:ajs

Enclosures:

- Postcard
- Check
- Fee Transmittal Sheet (+ copy)
- Copy of Information Disclosure Statement
- Form PTO-1449
- Cited References (102)

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FORM PTO-1449
(REV. 7-80)U.S. DEPARTMENT OF COMMERCE
PATENT AND TRADEMARK OFFICEATTY. DOCKET NO.
500745.01APPLICATION NO.
09/824,849**INFORMATION DISCLOSURE STATEMENT**

(Use several sheets if necessary)

APPLICANT(S)
Simon JacobowitzFILING DATE
April 2, 2001GROUP ART UNIT
3623**U.S. PATENT DOCUMENTS**

*EXAMINER INITIAL		DOCUMENT NUMBER	DATE	NAME	CLASS	SUBCLASS	FILING DATE IF APPROPRIATE
	AA	4,937,743	06/26/90	Rassman et al.	364	401	
	AB	5,168,451	12/01/92	Bolger	364	436	
	AC	5,289,368	02/22/94	Jordan et al.	364	401	
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	AP	5,870,545	02/09/99	Davis et al.	395	200.31	
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	AR	5,913,201	06/15/99	Kocur	705	9	
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* EXAMINER: Initial if reference considered, whether or not criteria is in conformance with MPEP 609. Draw line through citation if not in conformance and not considered. Include copy of this form with next communication to applicant(s).

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*EXAMINER INITIAL		DOCUMENT NUMBER	DATE	NAME	CLASS	SUBCLASS	FILING DATE IF APPROPRIATE
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	BW	2002/0007299 A1	01/17/02	Florence	705	9	
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							YES	NO
	CF	DE195 39 662 C2	10/02/97	Germany			X	
	CG	WO 00/28451 A3	05/18/00	PCT			X	
	CH	WO 00/68856	11/16/00	PCT			X	
	CI	WO 00/68859	11/16/00	PCT			X	

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	CJ	Adhikari, R., "Scheduling Solutions", Information Week, www.informationweek.com, April 1998. 7 pages.
	CK	Alanko T. et al., "Mowgli: Improvements for Internet Applications Using Slow Wireless Links", The 8 th IEEE International Symposium on Personal, Indoor and Mobile Radio Communications, Vol. 3, 1997. pp. 1038-1042.
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	CM	Blumberg, D., "Optimizing Mobile Workforce", Leisure Publications, February 1, 2001.

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3623**OTHER PRIOR ART** *(Including Author, Title, Date, Pertinent Pages, Etc.)*

CN	ClickSchedule, Products, Click Schedule Tour and Article Web pages, ClickService Software, Inc., www.clickservice.com/products, 2000 (retrieved February 2005). 12 pages.
CO	"Connectria Unveils ServeClick to Enable the Next Wave of E-Commerce – 'E-Scheduling' of Services, Appointments & Reservations", Business Wire, New York, January 4, 2000. Two pages
CP	"DeliveryNet for Home Delivery", www.Descartes.com, e-Fulfillment Solutions, March 20, 2000. Nine pages.
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CW	ILOG.com, ILOG World Leader in software components, Business Rules, Rule Engine, Rule Language, Rule Kit, Constraint Base Scheduling, ILOG Dispatcher Web pages, www.ilog.com/products/rules, 2000 (retrieved February 2005). 21 pages.
CX	Keller, A. et al., "Zippering: Managing intermittent connectivity in DIANA", Mobile Networks and Application, Baltzer Science Publishers BV, Netherlands, Vol. 2, No. 4, 1997. pp. 357-364.
CY	Kleinrock, L., "Nomadicity: Anytime, anywhere in a disconnected world", Mobile Networks and Applications, Journal of Special Topics in Mobile Networks and Applications, J.C. Baltzer AG, Science Publishers, Netherlands, Vol. 1, No. 4, 1996. pp. 351-357.
CZ	LaPorta T.F. et al., "Challenges for nomadic computing: Mobility management and wireless communications", Mobile Networks and Applications, Journal of Special Topics in Mobile Networks and Applications, J.C. Baltzer AG, Science Publishers, Netherlands, Vol. 1, No. 1, August 1996. pp. 3-16.

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DA	Livneh, E., "Case Study: Automating Service Allocation and Scheduling", Association for Services Management International, www.afsmi.org, May 1997. pp. 1-5.
DB	Marinho J. et al., "Decision Support System for Dynamic Production Scheduling", IEEE International Symposium on Assembly and Task Planning, July 1999. pp. 424-429.
DC	Martin, J., "Principles of Object-Oriented Analysis and Design", PTR Prentice Hall, New Jersey, 1993. pp. vii-xiii and 133-154.
DD	Marshak, R.T., "ClickSchedule: Completing the Online Buying Experience", ClickSoftware, Patrica Seybold Group, October 1999. pp. 1-3.
DE	Mazer, M.S. et al., "Writing the Web While Disconnected", IEEE Personal Communications, Vol. 5, No. 5, October 1998. pp. 35-41.
DF	McFeely, D.J. et al., "Scheduling to Achieve Multiple Criteria in an Air Force Depot CNC Machine Shop", Production and Inventory Management Journal, Vol. 38, No. 1, First Quarter 1997. 72-79.
DG	MDSI Mobile Data Solutions, www.mdsi-advantex.com (retrieved from google.com and archive.org). February 1998 (retrieved April 2005). pp. 1-31.
DH	"MenuHunter.com to Provide the Ultimate in Online Restaurant Reservations Using ServeClick from Connectria; Service to Handle Complex, Real-World Needs of Restaurants & Patrons", Business Wire, New York, February 1, 2000. Three pages.
DI	Mitrovic-Minic, S., "Pickup and Delivery Problem with Time Windows: A Survey", SFU CMPT TR 1998-12, ftp://fas.sfu.ca/pub/cs/techreports/1998, May 1998. pp. 1-43.
DJ	Mummert L. et al., "Exploiting Weak Connectivity for Mobile File Access", Fifteenth AC Symposium on Operating Systems Principles, Colorado, Vol. 29, No. 5, December 1995. pp. 143-155.
DK	Nanry, W.P. et al., "Solving the pickup and delivery problem with time windows using reactive tabu search", Transportation Research, Part B, April 1999. pp. 107-121.
DL	Open Wave—Home and Shift Track Web pages, www.open-wave.com (retrieved from archive.org), Open Wave, Inc., 1999. 5 pages.
DM	Padwick, G. et al., "Special Edition Using Microsoft® Outlook® 2000, Que, ISBN 0-7897-1909-6, May 1999. 47 pages.
DN	Panwalker, S.S. et al., "A Survey of Scheduling Rules", Operations Research, Vol. 25, No. 1, January-February 1977. pp. 45-61.

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DO	Pierreval, H. et al., "Dynamic Selection of Dispatching Rules for Manufacturing System Scheduling", International Journal Production Research, Vol. 35, No. 6, 1997. pp. 1575-1591.
DP	"RestaurantRow.com Selects ServeClick from Connectria to Power its Advanced Online Restaurant E-Scheduling", PR Newswire, New York, February 1, 2000. Three pages.
DQ	"Scheduling Software Helps Webvan Meet 30-Minute Delivery Window", Stores Magazine, NRF Enterprises, Inc., July 2000. 2 pages.
DR	Sciacca, P., "Webvan Gets E-Business Software for Expansion", Supermarket News, January 2000. Two pages.
DS	"SERVECLICK", U.S. Trademark Application 75914207, Applicant: Catalyst Solutions Group, Inc., filed February 9, 2000, abandoned February 17, 2001. One page.
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DV	Tkach, D. et al., "Visual Modeling Technique Object Technology Using Visual Programming", Addison-Wesley, 1996. pp. 324-336.
DW	"Vantive and MDSI to Provide Enterprise-Wide Wireless Field Service Solution", PR Newswire, New York, October 26, 1998. pp. 1-3.
DX	Witt, C.E., "Update: Material Handling in the Food Industry", Material Handling Engineering, Vol. 54, No. 11, October 1999. Eleven pages.
DY	
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